

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	419008
<015>	Study Area Name	H&B CABLE SERVICE, INC.
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Marlena Jahn
<035>	Contact Telephone Number: Number of the person identified in data line <030>	7852524000 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	marlenajahn@hbcomm.net
	Form Type	54.313 and 54.422

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	419008
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<039>	Contact Email Address - Email Address of person identified in data line <030>	marlenajahn@hbcomm.net

<110>	Has your company received its ETC certification from the FCC?	(yes / no )	<input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no )	<input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.


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No

**(300) Unfulfilled Service Request  
Data Collection Form**FCC Form 481  
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&lt;300&gt; Unfulfilled service request (voice)

&lt;310&gt; Detail on attempts (voice)

Name of Attached Document

&lt;320&gt; Unfulfilled service request (broadband)

&lt;330&gt; Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
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<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		419008ks510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

<b>(600) Functionality in Emergency Situations Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	419008ks610.pdf

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-- See attached worksheet

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**(800) Operating Companies  
Data Collection Form**

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	marlenajahn@hbcomm.net
<810>	Reporting Carrier	H&B Cable Service, Inc
<811>	Holding Company	H&B Enterprises, Inc.
<812>	Operating Company	H&B Cable Service, Inc.

[illegible]

**(900) Tribal Lands Reporting  
Data Collection Form**

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&lt;900&gt; Does the filing entity offer tribal land services? (Y/N) No

&lt;910&gt; Tribal Land(s) on which ETC Serves

&lt;920&gt; Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

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<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 419008ks1010.pdf

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Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

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Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

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&lt;1100&gt; Certify whether terrestrial backhaul options exist (Y/N)

Yes

&lt;1130&gt; Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

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419008ks1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |  |                                     |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan,  | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan.  | <input checked="" type="checkbox"/> |

**(2000) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing  
Required Information

Name of Attached Document Listing  
Required Information

**(2000) Price Cap Carrier Additional Documentation (Continued)****Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

&lt;2016&gt; Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

&lt;2017A&gt; Connect America Fund Phase II recipient?

&lt;2017B&gt; Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing  
Required Information

cap carrier used for capital expenditures in 2015.

&lt;2018&gt; Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing  
Required Information

&lt;2019&gt; Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

&lt;2020&gt; Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

&lt;2021&gt; Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

&lt;2026&gt; Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

&lt;2027&gt; Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

**(3005) Rate Of Return Carrier Additional Documentation**  
**Data Collection Form**

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<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	<u>marlenajahn@hbcomm.net</u>

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}		
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; height: 25px; width: 100%;"></div>
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}		
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; height: 25px; width: 100%;"></div>
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; height: 25px; width: 100%;"></div>
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
(3024)	Underlying information subjected to an officer certification.		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<div style="border: 1px solid black; width: 40px; height: 15px;"></div>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; height: 25px; width: 100%;"></div>

**(3005) Rate Of Return Carrier Additional Documentation (Continued)**

FCC Form 481

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**Financial Data Summary**

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

**Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)**  
Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

<b>4003b.</b> Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

<b>4004a.</b> Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	

<b>4004b.</b> Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: H&B CABLE SERVICE, INC.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/24/2016
Printed name of Authorized Officer: Robert Koch	
Title or position of Authorized Officer: President / General Manager	
Telephone number of Authorized Officer: 7852524000 ext.	
Study Area Code of Reporting Carrier: 419008	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier  
Data Collection Form**

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**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

<b>(700) Price Offerings including Voice Rate Data</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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OMB Control No. 3060-0986/OMB Control No. 3060-0819

OMB Control No. 3060-0986/OMB Control No. 3060-0819

<010>	Study Area Code	419008
<015>	Study Area Name	H&B CABLE SERVICE, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Marlena Jahn
<035>	Contact Telephone Number - Number of person identified in data line <030>	7852524000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	marlenajahn@hbcomm.net

1/1/2016

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<703>

[illegible]

## Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<010>	Study Area Code	419008
<015>	Study Area Name	H&B CABLE SERVICE, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Marlena Jahn
<035>	Contact Telephone Number - Number of person identified in data line <030>	7852524000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	marlenajahn@hbcomm.net
<810>	Reporting Carrier	H&B Cable Service, Inc
<811>	Holding Company	H&B Enterprises, Inc.
<812>	Operating Company	H&B Cable Service, Inc.

[illegible]

## **QUALITY OF SERVICE & CUSTOMER PROTECTION PROCESSES**

### **H & B CABLE SERVICE, INCORPORATED**

#### **CUSTOMER SERVICE**

- A. Available Customer Service Representatives to Answer Phones – All calls received by H&B during business hours are answered internally, 90% of them within 15 seconds (by the third ring). When the assigned customer representatives are unable to answer calls by the third ring, an additional representative is taken from other tasks and asked to help answer phones. It is not uncommon for the Office Manager to also step in and answer phones when necessary, specifically during lunch times. A phone system with the option to ring multiple lines at once is used so that multiple representatives can answer phones as required.
- B. Provide After Hours Emergency Customer Service – Where 80% of calls are answered within 60 seconds. Call logs are reviewed daily by personnel and the overall answer rate is considered. Notifications of less than an 80% answer rate are sent to department Managers to review and address. Customer service representatives have been given a list of questions by H&B to ask to assist them in resolving the issue. Issues unresolved are entered into H&B's service order system and are reviewed the following work day. Issues requiring immediate attention are sent to the H&B service technician on call, who works to resolve the matter as quickly as possible. If that technician is unable to resolve the problem, a second level technician is brought in. The after-hours customer service is run by an outside contractor who uses specially designed software to assist in meeting the target objective.
- C. Provide a 24/7 Hour Internet Help Desk Service – Where 80% of calls are answered within 60 seconds and 85% of calls are resolved on the phone. Call logs are reviewed daily by personnel and the overall answer and resolution rate are considered. Notifications of less than an 80% answer rate or an 85% resolution rate are sent to department Managers to review and address. The Internet help desk is run by an outside contractor who uses specially designed software to assist in meeting the target objective. They also utilize an internal trouble ticket system.
- D. Offer Online Bill Payments – Payments made online are posted to the customer accounts and are viewable on the online customer account summaries within 24 hours. Through a contracted provider, payment reports are printed every night at midnight and sent to another contracted provider to be posted to the company's billing system. Problems at either step of that process are reported to the Office Supervisor, but are handled by the contracted providers who work to resolve the technical errors as quickly as possible.
- E. Periodic Customer Satisfaction Surveys to All Current Subscribers – Asking the question, "Please rate the customer service of H&B in the following areas: Phone, Office, Service Technicians, Customer Support, Overall." Customers will be given the opportunity to rate the company on a scale of 1 to 5; 1 being excellent. It is the goal of H&B to obtain a 1 or 2 (Excellent or Good) on 90% of returned surveys. Surveys are written internally, but contractors are used to calculate the results. Results are returned to the Marketing Manager who will call customers that gave the company a poor rating to determine what could be done differently to serve them better if 90% are not Excellent or Good.
- F. Give Customers Cut-off Warnings & Provide Bill Arrangement Opportunities – 100% of customers are given two months of missed payments before being cut off. Notification of the payment due date and the cut-off date are prominently displayed on customer bills as well as of the opportunity to make a bill payment arrangement to avoid being cut-off. Additionally, customers who have not been cut

off within the last few months will receive a call from a customer service representative to remind them of the late payment. If a customer complains that notice was not given, they are directed to speak with the Office Manager who will work to resolve the matter and prevent it from occurring again. Account balance reports are printed monthly internally using the company's billing system.

### **ORDER FULFILLMENT**

- A. Ensure That All New Service Installation Orders Are Fulfilled When the Customer Requires Them – Make contact with all customers within 48 hours regarding scheduling the new service installation. If outside plant is already in place, fill the order at the customers' earliest convenience; if outside plant is not in place, fill the order as soon as the weather permits. If the 48-hour timeline is not met, the Plant Manager will step in to lend assistance. There are several systems in place to help H&B handle this objective internally: an electronic work order system for handoff of service requests from the front to the back office, several systems for the provisioning of services, and daily team meetings to review outstanding service requests.
- B. Minimize Customer Downtime for Services & Make Requested Changes Promptly – Contact customers regarding all service requests the same day, resolving 95% of the issues within 48 hours. The other 5% of issues will be resolved contingent on the technician/customer coordination of access to the premises. Should service technicians not be able to meet 48-hour timeline, Plant Manager and Systems Engineer will be informed and will perform services as needed. H&B has several systems and tools in place to handle service changes/requests internally: an electronic work order system for handoff of service requests from the front to the back office, several systems for the provisioning of services, daily team meetings to review outstanding service requests, and regular cell phone communication between the service technicians and the Plant Manager.

### **CAPACITY PLANNING**

- A. Have CO Equipment, Outside Plant Equipment, and A Network Backbone Capable of Meeting our Current & Forecasted Customer Needs – Multiple constraints and triggers are applicable due to the multiple services offered:
- Maintain a less than 90% fill rate on the FTTH equipment at each of H&B's sites. If the fill rates pass 90%, additional GPON cards will be added one at a time to increase capacity by 25% each. The Calix Management System assists H&B in monitoring the fill rates internally on a monthly basis.
  - Sustain a less than 90% usage of total line capacity on the softswitch. If usage passes 90%, new equipment will need to be purchased. Usage rates are analyzed monthly internally by H&B using reports automatically generated by the switch.
  - Keep data, video, and voice traffic below 80% of total capacity on the BTI 10Gb ring. H&B currently has <1% of the ring allocated to voice traffic, 10% allocated to video services, and 2% allocated to data. If total data traffic reaches 80%, H&B will allocate an additional wavelength of capacity on the ring. H&B will monitor traffic internally on a monthly basis with network monitoring software for data and by keeping inventory of T1 usage for voice.
  - H&B's contract with its ISP, KFN, allows for usage up to the purchased bandwidth of 1 Gb. Additional internet access bandwidth will be purchased when peak usage is consistently at 90% of the purchased bandwidth. H&B's access to the ISP is provided by a GigE connection which allows for significant growth beyond our current usage. Should we exceed the capacity of the GigE connection, additional ports are available to add additional GigE connections. Using network monitoring software H&B will monitor this usage monthly internally.
  - All fiber plant has been designed with only a 70% fill rate to allow for new customer premises and has been designed with all splitters located such that there is a home run fiber from all

premises to an equipment location allowing for potential growth in per home bandwidth requirements.

## **NETWORK MANAGEMENT**

- A. Proactively Monitor All Service Equipment So That H&B Is Aware of Major Service Outages In A Timely Manner – Service technicians will be made aware of outages affecting five or more customers within an hour. If these constraints are not met, the Plant Manager will investigate where the monitoring, reporting, and alarming system has broken down to resolve it as quickly as possible and take action to ensure the same error is not repeated. It is the goal of H&B to resolve major outages in four hours or less. If an outage has not been resolved within four hours, technicians will begin utilizing all resources, both from within and from without. H&B maintains technical support contracts with all of its major vendors. In addition, affected customers will be contacted to ensure them that the problem is being actively investigated. H&B provides internal oversight of its network management tools. These tools include:
- Calix Management System for monitoring, managing, and sending alarms related to customer premise and CO equipment.
  - NetGuardian for collecting and forwarding alarms as well as polling network equipment and sending alarms should the equipment stop responding.
  - MikroTik Network Monitoring Software for polling network equipment and archiving responses and alarming as well as providing performance graphs where data is available from the network.
  - Cacti logs usage and performance data on a continual basis from all network elements and provides long term graphs of network usage and bandwidth for IP services.
  - PRTG is comparable to Cacti, but is used by H&B on an on-demand basis for specific troubleshooting and also provides graphing capability for network usage and bandwidth.
  - All alarms associated with these tools are forwarded 24x7 to on-call technicians via a paging system.
  - Technicians establish and accomplish yearly training goals to be better equipped for managing all services.

## **CUSTOMER PRIVACY**

- A. Company Confidential Information Policy – H&B has a company policy in place that holds employees accountable for a breach of confidentiality concerning customer data and company information. The policy states: “You are reminded that revealing any type of confidential information to unauthorized persons or tampering with or altering company records and/or property is a violation of trust that can result in disciplinary action up to and including discharge.”
- B. Company CPNI Policy – H&B also has a customer proprietary network information (CPNI) policy in place that ensures employee compliance with the FCC’s CPNI guidelines. Outlined within the policy is a detailed description of CPNI as well as both acceptable and unacceptable CPNI practices. Employees are required to sign waivers stating they understand and agree to comply with the policy and acknowledge that “failure to protect this information result in disciplinary action up to and including discharge for the responsible employee.” As a part of this policy, H&B has designated a Compliance Officer responsible for training employees, monitoring CPNI related activities, and reporting breaches.

## **EMERGENCY SITUATION FUNCTIONALITY**

### **H & B CABLE SERVICE, INCORPORATED**

#### **AVAILABILITY OF BACK-UP POWER**

H&B has one central office and two tandem office locations within its service area. Each of these locations is equipped with a back-up generator capable of providing power to the equipment within that office in the event of an external power source outage. During extended power outages, company employees refill the gas tanks and check the oil on each generator at specified intervals. After each power outage, generators are inspected, gas tanks are filled, and oil is replaced as necessary. These generators are also professionally serviced bi-annually to ensure functionality.

In addition, H&B has installed back-up batteries on the customer premise equipment. Multiple back-up batteries have been installed at home of those with special needs. Spare batteries are kept at H&B's main office for replacement of batteries at customer homes in the event of a prolonged power outage.

H&B also utilizes its copper plant to provide central office based power to some customer premise equipment.

#### **TRAFFIC ROUTING**

Voice traffic between the central office switch and both remote switches is carried across a SONET ring allowing continued service if one route is interrupted. Voice traffic between the central office switch and the upstream tandem is also provisioned across a SONET ring. A links are provisioned on diverse routes to diverse STPs.

#### **MANAGING TRAFFIC SPIKES**

H&B's careful capacity planning has put multiple constraints and triggers in place on its central office equipment, outside plant equipment, and network backbone that will provide the company with the capability of handling traffic spikes during emergency situations. These constraints and triggers are as follows:

- Maintain a less than 90% fill rate on the FTTH equipment at each of H&B's sites. If the fill rates pass 90%, additional GPON cards will be added one at a time to increase capacity by 25% each. The Calix Management System assists H&B in monitoring the fill rates internally on a monthly basis.
- Sustain a less than 90% usage of total line capacity on the softswitch. If usage passes 90%, new equipment will need to be purchased. Usage rates are analyzed monthly internally by H&B using reports automatically generated by the switch.
- Keep data, video, and voice traffic below 80% of total capacity on the BTI 10Gb ring. H&B currently has <1% of the ring allocated to voice traffic, 10% allocated to video services, and 2% allocated to data. If total data traffic reaches 80%, H&B will allocate an additional wavelength of capacity on the ring. H&B will monitor traffic internally on a monthly basis with network monitoring software for data and by keeping inventory of T1 usage for voice.

- H&B's contract with its ISP allows for usage up to the purchased bandwidth of 1 Gb. Additional internet access bandwidth will be purchased when peak usage is consistently at 90% of the purchased bandwidth. H&B's access to the ISP is provided by a GigE connection which allows for significant growth beyond our current usage. Should we exceed the capacity of the GigE connection, additional ports are available to add additional GigE connections. Using network monitoring software H&B will monitor this usage monthly internally.
- All fiber plant has been designed with only a 70% fill rate to allow for new customer premises and has been designed with all splitters located such that there is a home run fiber from all premises to an equipment location allowing for potential growth in per home bandwidth requirements.

## **VOICE SERVICES RATE COMPARABILITY H & B CABLE SERVICE, INCORPORATED**

### **NATIONAL AVERAGE URBAN RATE**

According to the 2016 Urban Rate Survey conducted by the FCC Wireline Competition Bureau, the average urban rate for voice services is \$21.93.<sup>1</sup>

### **H&B UNLIMITED LOCAL RATE**

H&B's current unlimited local residential rate, as published in its local access tariff, is \$14.95. In addition to the local rate, residents are charge a \$1.56 State Universal Service Fee. These charges together equal \$16.51.

### **RATE REQUIREMENT**

Per 47 C.F.R. § 54.313(a)(10), H&B's pricing can be no more than two standard deviations above the applicable national average urban rate for voice services as published annually by the Wireline Competition Bureau. H&B's current local rate of \$16.51 is below the 2016 average urban rate of \$21.93, which means they meet the above mentioned requirement.

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<sup>1</sup> <http://www.fcc.gov/encyclopedia/urban-rate-survey-data>

## **BROADBAND RATE COMPARABILITY H & B CABLE SERVICE, INCORPORATED**

### **BROADBAND BENCHMARK**

According to the 2016 Urban Rate Survey conducted by the FCC Wireline Competition Bureau (and using the Reasonable Comparability Benchmark Calculator supplied by the FCC), the reasonable comparability benchmark for broadband rates are as follows<sup>1</sup>:

<u>Download Speed</u>	<u>Upload Speed</u>	<u>Usage Allowance</u>	<u>Benchmark</u>
6 Mbps	1 Mbps	Unlimited	\$73.54
15 Mbps	3 Mbps	Unlimited	\$78.66
25 Mbps	5 Mbps	Unlimited	\$89.24

The Survey also noted that the required minimum usage allowance is 150GBs for rate-of-return carriers, such as H&B.

### **H&B BROADBAND RATES & USAGE ALLOWANCES**

H&B's current residential broadband rates are as follows:

<u>Download Speed</u>	<u>Upload Speed</u>	<u>Rate</u>
6 Mbps	1 Mbps	\$49.95
15 Mbps	3 Mbps	\$59.95
25 Mbps	5 Mbps	\$69.95

H&B does not currently implement a usage allowance maximum. All broadband customers have unlimited usage allowance.

### **RATE REQUIREMENT**

Per 47 C.F.R. § 54.313(a)(12), H&B's pricing can be no more than the applicable benchmark as published annually by the Wireline Competition Bureau. H&B's current rates listed above are below all of the 2016 benchmarks, which means H&B meets the above mentioned requirement.

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<sup>1</sup> <http://www.fcc.gov/encyclopedia/urban-rate-survey-data>

# KANSAS LIFELINE PROGRAM

*Save up to  
**\$17.02 off** your  
telephone bill!*

You may be eligible to receive up to **\$17.02 off** your monthly local telephone bill through the *Lifeline Program*.

## ***You are eligible if you receive any of the following:***

Supplemental Nutrition Assistance Program, General Assistance, Bureau of Indian Affairs General Assistance, Temporary Assistance for Needy Families, Tribally Administered Temporary Assistance for Needy Families, Medicaid, Supplemental Security Income (SSI), Head Start (tribal programs for only those meeting its income qualifying standard), Free School Lunch Program, Tribally Administered Free School Lunch Program, Food Distribution Program, Low Income Energy Assistance Program (LIEAP), Section 8 Public Housing Assistance, Food Distribution Program on Tribal Lands, or 150% of the federal poverty level\*. A consumer must provide **THREE CONSECUTIVE MONTHS** of statements as documentation of income, or provide a copy of his or her tax return for the previous year.

For more information about *Kansas Lifeline*, call your **local** telephone company. The number is on your telephone bill or in the front part of the telephone directory.

## **\*2016 Kansas Poverty Level Guidelines**

Number In Household	Maximum Annual Income
1	\$17,820
2	\$24,030
3	\$30,240
4	\$36,450
5	\$42,660
6	\$48,870
7	\$55,095
8	\$61,335
Each additional person in household	\$ 6,240

*The Kansas Lifeline program is 150% of the 2016 federal poverty level.*



# Kansas Lifeline Program

## Voice Service Packages

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If a customer is eligible for Lifeline services according to the Kansas Lifeline Program guidelines on the previous page, local service and long distance packages are available at the monthly prices listed below (according to service area):

### Bushton, Dorrance, & Holyrood FTTH ~

Basic Local Service.....	\$ 10.66
Long Distance (No Toll Package).....	12.9¢/minute
40 Minutes Toll (Additional Charge).....	\$ 2.76
100 Minutes Toll (Additional Charge) .....	\$ 6.90
200 Minutes Toll (Additional Charge) .....	\$ 13.80
350 Minutes Toll (Additional Charge) .....	\$ 24.15
500 Minutes Toll (Additional Charge).....	\$ 34.50
500+ Minute Toll Package .....	6.9¢/minute

### Claflin & Ellinwood FTTH ~

Basic Local Service (Ported Number) .....	\$ 4.16
Basic Local Service (Non-porting Number) .....	\$ 2.16
Toll Packages.....	Same as Above

### Ellinwood City (Resale) ~

Basic Local Service (Includes 20 Minutes Toll) .....	\$ 8.60
200 Minutes Toll (Additional Charge) .....	\$ 12.85
500 Minutes Toll (Additional Charge) .....	\$ 22.85

### Chase Rural FTTH ~

Basic Local Service .....	\$ 2.16
Toll Packages.....	Same as FTTH Above

For questions on eligibility, or to sign up for Lifeline Voice Services in these service areas, please contact H&B Communications/H&B Cable Service at (800) 432-8296.